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The Commonwealth of Massachusetts

Department of Public Utilities



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Fifty-first Annual Report for the fiscal year ending June 30, 1974

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The Commonwealth of Massachusetts

DEPARTMENT OF PUBLIC UTILITIES

November 1, 1974.

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To the Honorable Senate and House of Representatives:

We respectfully submit the Fifty-first Annual Report of the Department of Public Utilities for the fiscal year ending June 30, 1974.

During the fiscal year Robert L. Meade (Republican) of Boston served as Chairman of the Commission through designation by the Governor of the Commonwealth. Other members of the Commission holding office during the year were Helen P. Ross (Republican) of Melrose, Robert M. Santaniello (Republican) of Springfield, Edward G. Seferian (Democrat) of Watertown, Rudolph A. Sacco (Democrat) of Pittsfield, Irving E. Kane (Democrat) of Lynn, Barbara L. Hassenfeld (Republican) of Sherborn, Eunice P. Howe (Republican) of Belmont and Paula W. Gold (Democrat) of Brookline.

RETURNS

The number of corporations, private firms and municipal corporations, persons or associations under the jurisdiction of the Department who are required to file annual returns for the calendar year ended December 31, 1973 with the Accounting Division are as follows:

Railroads	11	Manufacturing Companies doing	
Street Railways	6	an electric business	1
Telephone Companies	11	Water Companies	56
Telegraph Companies	1	Motor Bus Companies	96
Express Companies	1	Municipal Lighting Plants	40
Gas Companies	19	Voluntary Associations	10
Electric Companies	16	Affiliates of Gas and	
		Electric Companies	18

Quarterly financial reports were required from 52 transportation companies which include Railroad, Street Railway and Motor Bus Companies.

In addition to the foregoing, there were within the jurisdiction of the Department 511 regular route common carriers, 7300 irregular route common carriers, 7518 interstate carriers, 356 contract carriers and 94 agricultural carriers actively engaged in the transportation of property for hire within the Commonwealth.

During the fiscal year the Commission and employees authorized and designated by the Commission held 362 formal hearings, and the members of the Commission held numerous conferences with representatives of the various utilities under its jurisdiction.

A statistical outline of the work of the Department is as follows:

Petitions and Applications

Railroads	119	Steamship	0
Street Railways	14	Miscellaneous	13
Gas and Electric	281	Airlines	0
Water	29	Rates & Tariffs	<u>9137</u>
Motor Bus	239		
Motor Truck	1529	<u>Total</u>	11,435
Telephone & Telegraph	61		

Complaints

Railroads	65	Motor Truck	1673
Street Railways	45	Telephone and	2498
Gas	1233	Telegraph	
Electric	669	Rates & Tariffs	<u>43</u>
Water	5		
Motor Bus	98	<u>Total</u>	6329

Rate Schedules

Railroads (Freight & Passenger)	550	Miscellaneous Telephone	44
Gas and Electric	265	Telegraph	3
Street Railway and		Motor Truck (Examined and	
Motor Bus	107	Accepted)	461
Water	6	(Examined and	
		Rejected)	69
		Annual Carriers of Property	
		and Annual Tow Car Reports	285
		<u>Total</u>	913

The receipts of the Department of Public Utilities for the fiscal year from July 1, 1973 to June 30, 1974 are given below:

ADMINISTRATION DIVISION

Meter Inspection Fees	\$	90,927.50
Filing of Certain Documents (Administration, Rates, Accounting, Railway & Bus)		94,021.00
Sale of Forms		124.75
Bus Drivers' Examinations		6,072.00
Bus Permits		16,138.50
Bus Drivers' Licenses		21,167.00
Bus Inspections		3,155.00
Miscellaneous		2,078.74
<u>TOTAL</u>	\$	<u>233,684.49</u>

COMMERCIAL MOTOR VEHICLE DIVISION

Cab Fees	\$	326.40
Copies of Documents		447.20
Motor Carrier Stock Acquisition		240.30
Certificates, Permits, Licenses (and transfers of same)		13,198.00
Plate Fees (and transfers of same)		538,905.50
Duplicate Plates and Plate Certificates		163.50
Postage		38,273.50
Miscellaneous		85.00
<u>TOTAL</u>	\$	<u>591,639.40</u>

<u>TOTAL DEPARTMENTAL INCOME FOR 1974 FISCAL YEAR</u>	\$	<u><u>825,323.89</u></u>
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Capital Stock and Bonds

Twenty-six applications for the approval of the issue and sale of stock, bonds or notes by gas, electric and water companies were processed and approved during the year July 1, 1973 to June 30, 1974. The par value of the stock requested totalled \$112,361,050 and the total proceeds from the issue price amounted to \$223,168,970. Long-term debt consisting of bonds or notes amounted to \$464,575,000.

The following table shows the securities approved for the several companies including both the par value of the stock and the issue price thereof as required by law.

SECURITIES APPROVED IN FISCAL YEAR 1974

	<u>Capital Stock Approved</u>		<u>Bonds & Notes</u>		<u>Date</u>
	<u>Aut. at Par</u>	<u>Issue Price proceeds</u>			
Boston Edison Co.	\$		\$ 75,000,000 (N)		7/18/73
New England Power Co.			40,000,000 (B)		7/25/73
New Bedford Gas & Edison Light Co.	5,000,000	14,500,000	20,000,000 (N)		8/1/73
Fitchburg Gas & Electric Light Co.	Change in par value only				8/15/73
Montaup Electric Co.	8,200,000	8,200,000	12,800,00 (B)		9/12/73
Boston Edison Co.	10,000,000	29,850,000			9/24/73
Massachusetts Electric Co.	20,000,000	20,043,980			9/26/73
New England Power Co.	10,000,000	20,000,000	40,000,000 (B)		11/7/73
Massachusetts Electric Co.	4,545,450	9,999,990			12/7/73
Commonwealth Gas Co.	3,500,000	3,500,000	13,000,000 (B)		7/25/73
Lowell Gas Co.	1,000,000	3,200,000	3,100,000 (B)		9/5/73
Brockton Edison Co.	{ 3,000,000 (P) { 8,000,000	{ 3,000,000 (P) { 8,000,000	10,000,000 (B)		9/20/73
Bay State Gas Co. (form Springfield Gas Light Co.)	{ 5,360,100 { 2,210,000 (P)	Exchange Exchange			10/10/73
Haverhill Gas Co.			1,900,000 (N)		7/25/73
Granby Telephone & Telegraph Co.			525,000 (B)		10/17/73

LEGISLATIVE RECOMMENDATIONS

Recommendations for legislation filed by the Department for consideration at the 1974 session of the General Court were as follows:

1. AN ACT RELATIVE TO REBATES OR REFUNDS IN THE FORM OF CREDITS TO CUSTOMERS OF COMMON CARRIERS RENDERING UNSAFE, IMPROPER OR INADEQUATE SERVICE.

This legislation would amend section 16 of chapter 159 of the General Laws, as most recently by chapter 137 of the Acts of 1970 by adding a new sentence after the first sentence thereof. The new sentence would grant to the Department of Public Utilities specific statutory authority to require a rebate or refund to be credited to the bills of customers of common carriers, including telephone companies determined by the Department to be rendering unsafe, improper or inadequate service to such customers. This credit would remain in effect until service has been restored to safe, proper and adequate levels.

The Arthur D. Little report on the quality of telephone service being rendered to subscribers of New England Telephone and Telegraph Company within the Commonwealth has provided the Department with the capability to formulate appropriate telephone service standards. On June 12, 1973, in D.P.U. 17490, the Department ordered New England Telephone and Telegraph Company to submit service related statistical data for Department review on a quarterly basis. This statistical information enables the Department to monitor continuously that Company performance measured against those service standards. This legislation will enable the Department to impose effective sanctions against the Telephone Company for failure to comply with the appropriate service standards. It will further provide necessary and desirable incentives to the Telephone Company to attain those standards.

THIS LEGISLATIVE RECOMMENDATION FAILED OF PASSAGE AT THE 1974 SESSION OF THE GENERAL COURT.

2. AN ACT EXCLUDING CERTAIN EXPENDITURES FROM THE CALCULATION OF EXPENSES OF A PUBLIC UTILITY FOR THE PURPOSE OF DETERMINING JUST AND REASONABLE RATES.

By this proposal, the Department is asking the General Court to enact into law a ruling made by the Commission of the Department, but subsequently overturned by the Supreme Judicial Court, that "image advertising" by a utility be excluded from the utility's cost of service for rate-making purposes. These expenditures really benefit the company's shareholders and not its customers. They accordingly should not be included in the consumer's rates. This proposal would also exclude from the cost of service certain charitable contributions that are not of direct benefit to the public.

THIS LEGISLATIVE PROPOSAL ALSO FAILED OF PASSAGE AT THE 1974 SESSION.

3. AN ACT TO AMEND THE UTILITY ASSESSMENT LAW.

This proposed legislation would permit the Department to assess each electric, gas, telephone and telegraph company under its jurisdiction independently of any amount appropriated to the account of the Department. The Department is confronted with numerous substantial rate cases filed by utility companies. If each case is to be properly conducted, and if consumers are to be provided with adequate representation to protect their interests in rate proceedings, the Department must have additional funds at its disposal. Assessments made against utility companies provide a fair and convenient method of obtaining such funds.

THIS LEGISLATIVE RECOMMENDATION WAS REJECTED BY THE GENERAL COURT.

4. AN ACT TO AMEND SECTION 10B OF CHAPTER 159B OF THE GENERAL LAWS.

This proposed amendment to Section 10B of Chapter 159B will standardize the common carrier plate fees at \$10.00 and conform with the increase provided in Section 100, Chapter 684 of the Acts of 1972.

THIS LEGISLATIVE PROPOSAL WAS PASSED BY BOTH BRANCHES OF THE GENERAL COURT AND WAS SIGNED INTO LAW AS CHAPTER 572 OF THE ACTS OF 1974.

5. AN ACT TO AMEND SECTION 14A OF CHAPTER 159B OF THE GENERAL LAWS.

This proposed amendment to Section 14A of Chapter 159B will establish 5 miles as the distance a vehicle may be detoured to a scale for weighing. This is the same distance provided in Section 19A of Chapter 90.

THIS LEGISLATIVE PROPOSAL WAS SENT TO A STUDY BY A SPECIAL COMMISSION UNDER CHAPTER 42 OF THE RESOLVES OF 1974.

6. AN ACT TO AMEND SECTION 10 OF CHAPTER 159B OF THE GENERAL LAWS.

This proposed amendment provides for a processing fee of 50 cents per decal issued to carriers who are domiciled in reciprocal States. This fee has been assessed for at least three years. Prior to that fee was 35 cents per plate. There never has been any statutory authority for either of these fees. The amendment would legalize the assessment.

THIS LEGISLATIVE RECOMMENDATION WAS PASSED BY THE GENERAL COURT AND WAS SIGNED INTO LAW AS CHAPTER 594 OF THE ACTS OF 1974.

7. AN ACT TO AMEND SECTION 10 OF CHAPTER 159B OF THE GENERAL LAWS.

This proposed amendment increases the total fee for non-reciprocal inter-state decals from \$5.00 to \$10.00 each. At present the common carrier plate fee is \$10.00 each.

Dual operators (who operate as both Interstate and Intrastate Carriers) under the provisions of existing Section 10, Chapter 159B, are obtaining decals for \$5.00 each instead of the common carrier plates at the \$10.00 fee.

This proposed amendment, if enacted, will provide the same fee for interstate decals as for common carrier plates, will discourage the above practice and will eliminate a considerable loss of revenue to the Department.

THIS LEGISLATIVE AMENDMENT PASSED BOTH BRANCHES OF THE GENERAL COURT AND BECAME CHAPTER 595 OF THE ACTS OF 1974.

ACCOUNTING DIVISION

Schedules of additions, betterments and retirements to plant and property of the following companies, as filed annually under D.P.U. 4980, were checked by field audits and the associated property was inspected during the fiscal year.

Gardner Gas Fuel & Light

Fitchburg Gas and Electric Co.

North Attleboro

New England Power Co.

Haverhill Gas Co.

New Bedford Gas & Edison Light Co.

Cambridge Electric Light Co.

Commonwealth Gas Co.

The properties of the following Municipal Lighting Plants were inspected and schedules of proposed expenditures were reviewed in connection with requests by the respective plants for approval of increased depreciation allowances for Depreciation of Plant and Property, in accordance with Section 57 of Chapter 164 of the General Laws:

Wakefield

Holden

Marblehead

Peabody

West Boylston

Boylston

Sterling

Concord

Hudson

Wellesley

Middleboro

Hingham

Mansfield

North Attleboro

Rowley

Ashburnham

Merrimack

The following is a list of the Municipal Lighting Plants with their percentage of earnings which, from the returns filed in 1974 for the calendar year ending December 31, 1973, appear to have violated the provisions of the statutes which state that no municipal lighting plant shall charge rates which result in earnings in excess of 8% of the Cost of Plant in Service per annum.

Georgetown	11.13%
Groveland	10.15%
Hingham	9.37%
Holden	8.80%
Hull	12.91%
Mansfield	8.78%
Merrimack	10.58%

DIVISION OF RAILWAY AND BUS UTILITIES

RAILROAD AND STREET RAILWAYS

During the fiscal year, the Division of Railway and Bus Utilities made 9,322 inspections of rolling stock, including passenger and freight cars, street railway cars and trackless trolley coaches, 695 inspections of railroad and street railway bridges, 479 inspections of railroad and street railway stations, 203 inspections of railroad and street railway automatic interlocking signals, 110 inspections of remote control C. T. C. System and interlocking stations and 55 automatic train stops. In addition, switches, derails, foot blocking, bridge guards, crossings and crossing signs were inspected and defective conditions were called to the attention of the proper officials of the companies and corrections were made.

The Division investigated 113 accidents and 74 delays in service on railroads, 80 accidents and 46 delays in service on street railways. There were 65 complaints relative to railroad operations and 45 complaints on street railways investigated and adjusted. There were 95 studies and investigations pertaining to railroads and 45 on street railways. The Division held 15 public hearings pertaining to railroads and 0 on street railways, and issued 21 orders affecting the railroads.

MOTOR BUS TRANSPORTATION

At the close of the fiscal year, there 241 persons, associations or corporations, including street railway corporations, operating within the Commonwealth of Massachusetts for the carriage of passengers for hire, as follows:-

Common Carrier Only	22
Charter Only	78
Common & Charter	74
School Bus Operations	<u>67</u>

TOTAL: 241

This represents a total of 96 carriers operating under certificates of public convenience and necessity as common carriers and 152 operating under charter licenses, also 67 carriers other than our regular carriers operating under School Service Permits issued by the Department.

During the course of the fiscal year, the Department handled 693 applications for School Service and Special Service Permits; denying 0 such applications.

There were 4,355 Bus Permits issued (including duplicates) and 10,454 Bus Drivers' Licenses issued (including duplicates) for which fees aggregating \$38,920.00 were received.

The Division made 13,112 inspections of buses, 952 inspections of bridges over which buses are operated in regular route operations and 53 inspections over routes for new certificates of operation. There were 98 complaints relative to buses investigated and adjusted, and 27 accidents investigated pertaining to bus operations. There were 3,404 drivers examined for bus drivers' licenses. The Division conducted 139 public hearings pertaining to bus operation and issued 141 orders relating to bus operation. There were 79 special studies and 141 investigations made regarding transportation in various parts of the Commonwealth, and the Department participated in a number of Interstate Commerce Commission Joint Board hearings relating to bus operation.

Bus Permits Issued (including duplicates)	4,355
Fees received for Permits (including duplicates)	\$16,358.50
Bus Drivers' License Issued (including duplicates)	10,454
Fees received for Bus Drivers Licenses (including duplicates)	\$26,187.00
School and Special Service Permits Issued	693
Fees received for School and Special Service Permits	\$1,612.00
Bus Inspections	13,112
Fees received for Bus Inspections	\$3,165.00
Drivers Examined for Licenses	3,404
Fees received for Bus Drivers' Examinations	\$6,135.00
Bus Accidents Investigated	27
Bus Delays in Service Investigated	52
Investigations of Bridges on Routes over which Buses are operated	952
Special Investigations and Studies on Buses	79
Investigated Bus Operating Violations	190
Bus Complaints Investigated	98
Inspection of New Bus Routes	53

In addition, the Division made investigations relative to transportation problems arising during inclement weather during the winter months.

Inspections of Rolling Stock, including R.D.C.'s, Trackless Trolley and Street Railway Cars	9,322
Inspections of Railroad and Street Railway Stations	479
Inspections of Railroad and Street Railway Bridges	695
Inspections of Railroad and Street Railway Automatic Interlocking Signals	203
Inspections of Interlocking, C.T.C. and Remote Control Systems	110
Inspections of Automatic Train Stops	55
Accidents Investigated on Railroads	113
Delays in Service Investigated on Railroads	74
Delays in Service Investigation on Street Railways	46
Accidents Investigated on Street Railways	80
Complaints Investigated on Railroads re Operation	65
Special Investigations and Studies on Railroads	95

Inspected Grade Crossings	1,489
Bells Inspected at Railroad Grade Crossings	1,457
Gates Inspected on Railroads	1,027
Lights Inspected at Grade Crossings on Railroads	1,450
Complaints investigated on Street Railways re Operation	27

The Division conducted its annual inspection of selected main lines and branch lines of the railroads operating within the Commonwealth. The inspection included the condition of the track, ties and road bed, grade crossings, the condition and location of crossing warning signs (s. 140, C. 160, s. 142, C. 160, General Laws, as amended) and of the crossing surface (s. 103, C. 160, General Laws, as amended) and 643 railroad bridges.

Although no unsafe conditions were found, several instances of undesirable conditions at some locations made it imperative that immediate corrections be effected. All other noted defects were discussed on the ground with comparable, responsible railroad personnel, and definite maintenance programming established.

COMMERCIAL MOTOR VEHICLE DIVISION

At the close of the fiscal year the Division exercised supervision over 7300 irregular route common carriers, 511 regular route common carriers, 7518 interstate carriers, 356 contract carriers and 94 agricultural carriers of property by motor vehicle for hire within the Commonwealth. There were also 10 holders of transportation broker's licenses. The Division issued 160,366 distinguishing plates and decals to registered carriers and received in fees from all sources a total of \$591,674.40.

During the period covered by this report, a total of 1232 public hearings were conducted by the Commercial Motor Vehicle Division of which 798 represented hearings held on new applications or amendments to existing certificates and permits and 434 requests for approval of stock acquisitions and transfer of existing operating authorities.

A total of 456 complaint hearings were conducted during this period against carriers for failure to render service as a common, contract or interstate carrier within the period of time specified by statute and for violation of sections of Chapter 159B. Investigators of the Division conducted 4269 road and cargo checks in all sections of the Commonwealth.

A total of 380 irregular route common carrier certificates, 28 contract carrier permits and 690 interstate licenses were issued from July 1, 1973 to June 30, 1974. The Division processed 114 formal court cases and prepared written reports on 168 formal investigations.

During this same period, after individual hearings, the Division revoked the contract carrier permits and regular and irregular route common carrier certificates of 380 carriers. This action followed evidence that such carriers had either failed to render service for a period in excess of ninety (90) days or had failed to file rates as required by Department order. Of this number, 44 were voluntary cancellations. The Division also revoked 539 interstate licenses for failure to render service as an interstate carrier over the ways of the Commonwealth for a period of one (1) year. Of this number, 135 were voluntary cancellations. In nearly all cases the interstate carrier failed to appear at the scheduled hearing and neglected after notice to supply the Department with any valid reason for non-appearance.

Reciprocal arrangements with 25 States and the District of Columbia were continued in effect. The progressive growth in the work load of the Division is readily seen from comparative statistics over the past five year period.

	1970	1971	1972	1973	1974
<u>Total Income</u>	\$411,429	\$414,211	\$445,791	\$582,504	\$591,674
<u>Number of Plates/Decals Issued</u>	125,197	127,270	134,768	154,143	160,366

Division of Rates and Research

During the fiscal year (July 1, 1973 to June 30, 1974) the various utilities and/or common carriers filed with the Division, Tariffs, Schedules and Contracts, in the number and to the extent indicated below:

Railroads (Freight and Passenger)	550
Gas and Electric	265
Bus and/or Street Railway	107
Steamship	0
Water	6
Aircraft (Freight and Passenger)	0
Telephone	44
Western Union	3
Motor Truck (Examined and Accepted)	4616
(Examined and Rejected)	691
Annual Motor Carrier of Property and	
Annual Tow Car Reports	2855

In addition to the filings shown above, the Division received, examined and issued formal orders on 166 Petitions seeking a waiver of the statutory filing requirements or, of Department rules governing the filing of tariffs.

During the same period, approximately 418 informal conferences were held on rate matters with various officials or representatives of common carriers and other utilities.

Also during this time, the Division received numerous complaints and inquiries regarding rate matters from utility companies and from customers of various utilities. During the period from August, 1973 to June, 1974, this Division although understaffed by one Rate Analyst was deluged with calls from the general public and members of the General Court with regard to the Fuel Adjustment charges of the various electric utilities. These calls were so numerous as to almost cause the rest of the work of the Division to come to a standstill.

With regard to the Annual Motor Carrier of Property Reports which are required under D.P.U. 13773 to be filed on or before April 30th of each year, the personnel of the Division prepared for mailing approximately 3,200 of the required forms during the month of January, 1973. A survey taken during the month of June, 1974 revealed that carriers in the approximate number of four hundred and fifty (450) had not filed said reports. As a result, the Division has mailed "delinquent notices" to said carriers, advising that if said report is not filed within two (2) weeks of the date of notice the Department would be forced to take further action in the matter.

During the same period, the Division prepared and mailed to all tow car operators, forms for the filing of an annual report by carriers performing towing operations upon the order of the police or other public authority as required by Section 6B of Chapter 159B of the General Laws. Forms

were mailed to approximately two thousand (2000) such carriers. Said reports are required to be filed by March 31st. annually. A survey conducted during April, 1974 revealed that approximately three hundred and fifty (350) carriers had not complied. Delinquency notice were sent to these carriers advising that if they did not comply the matter would be referred to the Office of the Attorney General.

During the year the Division collected fees for the filing of certain documents in the amount of \$33,100.

ENGINEERING DIVISION

Rules and Regulations Relating to the Engineering Division:

D.P.U. 1073-C: requires the filing of reports to the Department where there is a fatality or substantial property damage caused by electricity or gas.

D.P.U. 4980: requires the filing of schedules of additions, betterments and retirements to plant and general equipment accounts by the various utility companies.

D.P.U. 12769: relates to the building of ways over the mains of natural gas transmission companies.

D.P.U. 11725-E: regulates natural gas distribution companies

Section 2: regulations covering the design, construction, operation and maintenance of oil gas production plants and facilities.

Section 3: regulations covering design, construction, operation and maintenance of meter, regulator and gate stations and related facilities.

D.P.U. 11725-F:

Section 1: rules to insure safe operating practices of gas corporations and municipalities engaged in the distribution of gas.

Section 4: regulating design, operation and maintenance of liquefied petroleum plants and facilities.

Section 5: regulating design, operation, maintenance and repair of liquid natural gas plants and systems.

Section 6: regulating design, operation, maintenance and repair of substitute natural gas plants and facilities.

D.P.U. 16475: Massachusetts Department of Public Utilities Code for the Installation and Maintenance of Electric Transmission Lines for 50 KV and over.

Rules and Regulations of the Engineering Division, continued

D.P.U. 17590: Massachusetts Department of Public Utilities Safety Code for Underground Electric Supply and Communications Lines, 50,000 volts and below.

D.P.U. 14899: Rules and Regulations pertaining to the Installation and Design of Automatic Shut-off Valves (fire valves) for use in gas meters.

Billing and termination procedures for residential customers of gas and electric companies adopted under authority of General Laws, Chapter 164, section 76C.

Chapter 370, Acts of 1963 as amended by Chapter 403 of the Acts of 1968 and Chapter 208 of the Acts of 1970, requires contractors and others to notify the local utility company before digging in the streets. Utility companies are required to file monthly reports to the Division concerning breaks in their facilities in the streets.

Monthly Reports Required by the Engineering Division

1. Odorization reports from gas transmission and distribution companies.
2. Number of fire valves installed by each gas utility or municipal gas department.
3. Number of gas meters tested each month by each gas company or municipal gas department.
4. System voltage reductions as they occur.
5. System load shedding.
6. Electrical outages of 200 or more customer outage hours.
7. Breaks in utility company facilities in the streets reported monthly.
8. Periodic reports of gas main construction as required by D.P.U.
11725-F.
9. Monthly reports from electric companies showing energy needs, planning, policies, etc.
10. Monthly reports from electric companies showing fuel adjustment data.
11. Periodic questionnaires are submitted from gas utilities and municipal gas departments showing energy supplies, projections, policies, etc.
12. Such other statistical information as required by the Department from time to time.

DEPRECIATION

Under the law, any municipal light department requesting an increase in its rate of depreciation, over the 3% allowed by law, is required to petition the Department for approval of such increase.

The following municipal light departments were inspected and reports written relating to their petitions for increases in the rates of depreciation:

Ashburnham
Boylston
Concord
Hingham

Holden
Hudson
Mansfield
Marblehead

Merrimac
Middleboro
Middleton
North Attleboro

Peabody
Rowley
Sterling
Wakefield

Wellesley
West Boylston

PLANT ACCOUNTING

During the fiscal year, the Engineering Division examined the schedules of additions, betterments and retirements to plant and general equipment accounts of the following companies as required by D.P.U. 4980:

Cambridge Electric Company
Commonwealth Gas Company

Fitchburg Gas and Electric Light Company
Gardner Gas Company

Haverhill Gas Company
Lynn Gas Company

Monterey Water Company
Mystic Valley Gas Company

New Bedford Gas and Edison Light Company
New England Power Company

North Attleboro Gas Company
North Shore Gas Company

The related physical property was inspected as required.

ATOMIC ENERGY

Members of the Engineering Division staff make periodic checks of operations of atomic electric generating plants in Maine, Vermont, Connecticut and Massachusetts.

It should be noted that the utility companies in Massachusetts have a financial interest in each of the foregoing atomic generating plants.

Therefore, this Division, in conjunction with the Accounting Division, must make the same examination of plant for financing purposes as is required by D.P.U. 4980 for all Massachusetts utility companies.

Pipeline Certifications

In accordance with the requirements of D.P.U. 11725-F, the Department requires that gas mains to be operated at a pressure of 150 to 200 psig shall be air tested or hydrostatically tested for tightness. X-rays of welded joints are inspected and methods of construction examined for compliance with the Department's regulations. The following pipelines were certified during the past fiscal year:

75,543 feet of welded steel gas main installed by Springfield Gas Light Company in the towns of East Longmeadow, Hampden, Wilbraham and Ludlow.

3500 feet of 12" welded steel gas main installed by Boston Gas Company in the city of Everett.

6975 feet of 6" gas main installed by the Berkshire Gas Company in the town of Hadley.

Gas Mains on Bridges

D.P.U. 11725-F requires Department approval of gas mains installed over, under or in bridges by all Massachusetts gas companies. The following such installations were approved by the Department after examination of the installation plans for compliance with the Department's regulations:

Commonwealth Gas Company, an 8" main in the city of Worcester.

Commonwealth Gas Company, a 4" main in the town of Westboro.

Commonwealth Gas Company, a 4" gas main in the town of Framingham.

Commonwealth Gas Company, a 4" gas main in the town of Westboro.

Berkshire Gas Company, a 4" gas main in the city of North Adams.

Commonwealth Gas Company, a 4" gas main in the town of Northboro.

Haverhill Gas Company, a 16" gas main in the city of Haverhill.

Berkshire Gas Company, a 12" gas main in the city of Pittsfield.

Lowell Gas Company, a 12" gas main in the city of Lowell

Lowell Gas Company, an 8" gas main in the town of Wilmington

Berkshire Gas Company, an 8" gas main in the town of Lenoxdale.

Cape Cod Gas Company, a six inch main in the town of Yarmouth.

Cape Cod Gas Company, a six inch main in the town of Harwich.

A copy of the approval letter is forwarded to the Massachusetts Department of Public Works in each case of a bridge under their jurisdiction.

Electric and Gas Codes and Standards

Held meetings of committee working on setting up revised standards for gas utilization in large boilers.

Held meetings with gas equipment manufacturers re: standards for safe operation of their equipment and discussion of technical problems relating to same.

Held meetings of a committee working on revising and updating section 4 of the Department's gas distribution code relating to liquefied propane gas.

Held meetings of committee working on revising and updating regulations relating to gas piping and appliances.

After much study, the Department issued in October of 1973, a code entitled: Massachusetts Department of Public Utilities Safety Code for Underground Electric Supply and Communications Lines, 50,000 volts and below (D.P.U. 17590).

Held meetings of a committee updating the Department's gas distribution code to bring it into line with the Federal Department of Transportation standards.

Held conferences with gas distributing companies regarding proposed amendment to the Department's regulations relating to fire valves, to provide for procedure for handling outdoor meters.

Substitute Natural Gas Plants
D.P.U. 11725-F
Section 6

The Department's gas distribution code, section 6, regulates the design, operation, maintenance and repair of substitute natural gas (SNG) plants and systems. During the past fiscal year, the following inspections were made, and conferences held, relating to such plants:

Made regular inspections at the Boston Gas Company Substitute Natural Gas Facility at Everett.

Made regular inspections at the Algonquin Gas Transmission Company Substitute Natural Gas Facility at Freetown.

The above includes conferences, site inspections, supervision at every stage of construction, inspection of pressure testing, examination of X-ray films of welds, and technical assistance where indicated.

LNG Plants - D.P.U. 11725-F, Section 5

The Department's gas distribution code, section 5, regulates the design, construction, operation and maintenance of liquefied natural gas plants and facilities. During the past fiscal year, the following inspections were made, and conferences held relating to such plants:

Made periodic inspections of operations at the Boston Gas Company liquefied natural gas facility at Commercial Point, Boston.

Made periodic inspections of operations at the Commonwealth Gas Company liquefied natural gas facility at Hopkinton.

Made periodic inspections of operations at the Ludlow liquefied natural gas facility of the Springfield Gas Light Company (now Bay State Gas Company).

Made periodic inspections of operations at the Distrigas liquefied natural gas plant in the city of Everett.

Made periodic inspections of operations at the Acushnet liquefied natural gas facility of the New Bedford Gas and Edison Light Company.

Made periodic inspections of operations at the Westminster liquefied natural gas facility of the Fitchburg Gas and Electric Light Company.

Made periodic inspections of operations at the Haverhill Gas Company liquefied natural gas facility in the city of Haverhill.

Made periodic inspections of operations at the Lowell Gas Company liquefied natural gas plant at Westford.

Made periodic inspections of operations at the Lawrence liquefied natural gas facility of the New England Electric System Gas Companies.

Made periodic inspections of operations at the Lynn and Salem liquefied natural gas facilities of the New England Electric System Gas Companies.

All the above included conferences, site inspections, sound level studies where indicated, supervision at every stage of construction, inspection of pressure testing and examination of x-ray films of welds.

LNG Plants, D.P.U. 11725-F, Section 5. (continued)

Held conferences and made inspection of proposed additional facilities at Commonwealth Gas Company liquefied natural gas plant in the town of Hopkinton.

Made periodic inspections of liquefied natural gas facilities of the Westfield Municipal Gas Department and the Holyoke Municipal Gas Department per D.P.U. 11725-F, section 5.

PUBLIC HEARINGS

During the fiscal year, the following public hearings were conducted by members of the Division. Where required, reports were submitted, and/or Department orders were drafted.

Locations

D.P.U. 17930	New England Telephone and Telegraph Company
D.P.U. 17914	Boston Edison Company
D.P.U. 17924	New England Telephone and Telegraph Company
D.P.U. 17818	Boston Edison Company
D.P.U. 17817	Boston Edison Company
D.P.U. 17885	New England Telephone and Telegraph Company
D.P.U. 17749	New England Telephone and Telegraph Company
D.P.U. 17710	New England Telephone and Telegraph Company
D.P.U. 17727	Boston Edison Company
D.P.U. 17954	Petition of the New England Telephone and Telegraph Company
D.P.U. 17968	New England Telephone and Telegraph Company

Eminent Domain

D.P.U. 17931	New England Power Company	Billerica
D.P.U. 17879	Massachusetts Electric Company	Charlton, etc.
D.P.U. 17734	New England Power Company	Andover
D.P.U. 17720	New Bedford Gas and Edison Light	Plymouth

PUBLIC HEARINGS

Public Convenience and Necessity

D.P.U. 17878	Massachusetts Electric Company	Charlton, etc.
D.P.U. 17873	New England Power Company	Billerica
D.P.U. 17839	Brockton Edison Company	Norwell, etc.
D.P.U. 17800	Western Massachusetts Electric Company	Ludlow, etc.
D.P.U. 17801	Western Massachusetts Electric Company	Chicopee, etc.
D.P.U. 17803	Western Massachusetts Electric Company	Hampden
D.P.U. 17808	Western Massachusetts Electric Company	Westfield, etc.
D.P.U. 17733	New England Power Company	Tewksbury, etc.
D.P.U. 17719	New Bedford Gas and Edison Light Company	Plymouth, etc.
D.P.U. 17986	Massachusetts Electric Company	Great Barrington

Zoning Exemptions

D.P.U. 17869	New Bedford Gas and Edison Light Company	Yarmouth
D.P.U. 17874	New England Power Company	Billerica
D.P.U. 17868	New Bedford Gas and Edison Light Company	Sandwich
D.P.U. 17837	Massachusetts Electric Company	Malden
D.P.U. 17836	Massachusetts Electric Company	Everett, etc.
D.P.U. 17841	Brockton Edison Company	Scituate
D.P.U. 17840	Brockton Edison Company	Norwell, etc.
D.P.U. 17622	Boston Edison Company	Boston
D.P.U. 17797	Western Massachusetts Electric Company	Westfield
D.P.U. 17766	Western Massachusetts Electric Company	Springfield
D.P.U. 17802	Western Massachusetts Electric Company	Ludlow
D.P.U. 17809	Western Massachusetts Electric Company	Westfield, etc.
D.P.U. 17735	New England Power Company	Tewksbury, etc.
D.P.U. 17736	New England Power Company	Dracut
D.P.U. 17700	Montaup Electric Company	Whitman
D.P.U. 17713	Massachusetts Electric Company	Sturbridge
D.P.U. 17721	New Bedford Gas and Edison Light Company	Plymouth
D.P.U. 17722	New Bedford Gas and Edison Light Company	Plymouth
D.P.U. 17965	Petition of Commonwealth Gas Company	Southboro
D.P.U. 17987	Massachusetts Electric Company	Great Barrington
D.P.U. 17984	New Bedford Gas and Edison Light Company	West Tisbury

Public hearings, continued

Rules and Regulations

D.P.U. 14899 Regulations pertaining to fire valves on outside
gas meters.

Zoning for LNG and Propane Plants

D.P.U. 17843	Cape Cod Gas Company	Wareham
D.P.U. 17520-A	Cape Cod Gas Company	Bourne
D.P.U. 17934	Commonwealth Gas Company	Hopkinton

Electrical Inspections and Investigations

Inspected site of proposed substation and route of proposed 115 KV transmission line and related substation facilities in the towns of Tewksbury, Andover and Dracut.

Inspected and conducted sound level surveys of existing facilities at switching station owned by Montaup Electric Company at Whitman and adjacent site which Montaup Electric Company proposes to use as a major 345 KV substation to be known as Auburn Street substation.

Made investigation of plant of Holden Municipal Light Department in connection with their petition for an increase in the rate of depreciation.

Made an inspection of substation of the Brockton Edison Company in Whitman which the company is proposing to expand.

Made investigation of electrocution in the town of Georgetown involving a 23 KV line owned by Massachusetts Electric Company.

Investigated air pollution complaint in Newburyport allegedly emanating from equipment of the Massachusetts Electric Company and inspected company equipment and facilities in connection therewith.

Inspected proposed site for an operations and maintenance center for the New England Electric System in the town of Sturbridge.

Inspected proposed route of electric transmission line traversing land of the town of Falmouth.

Inspected proposed route of transmission line of the New England Power Company from Woburn to Ayer.

Inspected construction of a 345/115 KV line in Cambridge and also traversed route of the 345 KV underground line from the Mystic Generating station under construction.

Made inspection of the Northfield Mountain Pumped Storage Hydro Plant now in operation.

Members of the Division met with members of Boston Edison Company construction department to witness a cable pull operation on the 115 KV underground line from Baker Street substation to a new substation.

Inspected locations of additions to electric transmission facilities of the New Bedford Gas and Edison Light Company.

Electrical Inspections, continued

Inspected billing vouchers of the New England Power Company for fuel purchased by that company for the months of September, October, November and December of 1973.

Inspected additions to plant of the Merrimac Municipal Light Department and related billing vouchers for the purpose of determining the need for an increase in the depreciation fund.

Inspected proposed location of electric transmission facilities in the town of Sandwich, the subject of D.P.U. 17869.

Made an inspection during construction of the Boston Edison Company 345 KV and right of way from Plymouth to Whitman. These structures are of a new type and are designed specifically for this line.

Made inspection and view of right of way for a proposed 115 KV transmission line to be constructed by the New Bedford Gas and Edison Light Company. The terminals of this line are a tap in Wareham and Plymouth.

Inspected proposed site for construction of a substation in the Roxbury District of Boston by the Boston Edison Company.

Natural Gas--Inspections, etc.

Examined various plans showing gas piping, appliances, etc. in such as colleges, swimming pools, skating rinks, state forests and other buildings under state jurisdiction, for compliance with state safety standards for gas installations.

Inspected gas fired equipment and piping at many locations throughout the state at the request of local authorities, to insure safe operation and compliance with safety rules and regulations.

Made periodic inspections of progress of construction of Cape Cod Gas Company's propane facility at Cataumet. Included were site inspection, sound level studies and technical assistance where indicated.

Inspected sites throughout the Commonwealth where developers proposed building roads over high pressure natural gas pipelines, to insure proper depth of cover, proper backfill and to insure compliance with the Department's standards in D.P.U. 12769 which govern such matters.

Examined proposed fireplace heating equipment for safe operation, and compliance with safety rules and regulations.

Held conference with authorities of the town of Bourne at their request concerning gas installations in the town.

Examined gas equipment installed at various apartment complexes at the request of town authorities and others for compliance with safety rules and regulations. Also held conferences with legal counsel where necessary.

Inspected gas distribution piping installed by various gas companies throughout the state including pressure testing, as required by D.P.U. 11725-F.

Inspected step by step uprating of various gas distribution systems for compliance with the Department's regulations.

At testing laboratory, inspected operation of certain types of testing equipment.

Made inspection of specialized gas equipment installed at hospital, at the request of local authorities and held conference, to insure compliance with safety standards.

Held meeting at school, at request of consulting engineers and town authorities, relating to the gas equipment installed therein, to insure safe operation.

Conducted inspection of pipeline distribution system being uprated by Boston Gas Company-Mystic Valley Division.

Conferences, Studies, etc. relating to Gas

Held meetings approximately every two weeks with the Gas Energy Policy Committee to review the current energy situation. Prepared various questionnaires relating to gas energy needs and consumption of gas distribution companies and municipal gas departments.

Held conference with manufacturers of gas equipment re: safety standards and redesign of certain appliances.

Compiled data relating to damage to utility company facilities in the streets. Held periodic meetings with contractors and utility company representatives re: damage to their facilities and to determine responsibility and discuss ways and means of avoiding such damage in the future.

Held conferences with officials of the town of Wareham at their request re: certain gas installations in the town and rendered technical assistance to assure safe operation and compliance with safety standards.

Held meeting with Cape Cod Gas Company personnel and installation engineers at Dennis re: technical questions relating to gas equipment installed at a condominium.

Held meetings with the Ludlow Board of Selectmen at their request concerning the Springfield Gas Company liquefied natural gas plant in that town.

Held conference with officials of the city of Cambridge at their request concerning certain technical problems relating to gas installations.

Held meeting with State Police at their request relating to investigations of gas accidents at Sterling and Auburn including reconstruction of probable series of events.

Held meetings with Engineering personnel of the Springfield Gas Light Company and Holyoke Gas and Electric Light Department regarding various questions relating to gas.

Held conference with the Fire Chief of the City of Worcester at his request regarding questions relating to propane storage.

Held meeting at Dedham School at the request of town officials relating to gas equipment installed therein to discuss safety regulations.

Held conference and made inspection of operation of gas fired equipment at Plymouth at the request of town authorities to insure safe operation and compliance with safety standards.

Made investigation, study and survey of gas supply priorities and conferred with various gas distribution companies regarding same.

Conferences, Studies, etc. relating to Gas, continued

Members of the Division attended Third Annual Conference on Urban Technology sponsored by the American Institute of Aeronautics including inspection of the Boston Gas Company liquefied natural gas facility at Commercial Point, Boston.

Held conference at Fitchburg Gas and Electric Light Company re: their liquefied natural gas facility at Westminster including inspection of proposed site.

Made study of outside fire valves for use in gas meters and proposed revision of the Department's regulations relating to outside meters.

Held conference at the Lowell Gas Company re: the reconstructed propane plant at Tewksbury.

Held conference with the manufacturers of gas fired water heaters re: revisions in regulations relating to BTU input and flue sizes, etc.

Held conferences concerning the availability of natural gas for future needs with Algonquin Gas Transmission Company and their customers and Tennessee Gas Pipeline Company and their customers.

Held conference with representatives of the Attorney General's office and others relating to gas energy situation and projected needs of Massachusetts utility companies for the future.

At the request of the State Department of Public Safety, investigated several gas explosions, inspected equipment involved, reconstructed probable series of events and made recommendations for changes in the design of the equipment to insure safe operation.

At Bourne, held meeting with town authorities at their request concerning operation of certain commercial gas equipment in the town.

Held meeting with utility company representatives to discuss a one-call system of notification by contractors to the utility companies before excavating in the streets, in order to avoid damage to utility companies' facilities.

Attended demonstration of new type plastic pipe for use in gas distribution systems in Massachusetts.

Inspected operation of the reconstructed Tewksbury propane plant for compliance with the Department's requirements.

Made sound level studies at Wareham at the site of the Cape Cod Gas Company plant.

Conferences, Studies, etc. relating to Gas, continued

Inspected proposed site and conferred re: Commonwealth Gas Company's petition for additional facilities at the site of their Hopkinton liquefied natural gas plant, including assessment of environmental criteria and review of restrictions proposed by the town Board of Selectmen with regard to the installation.

Investigated characteristics of new type plastic pipe for use in gas distribution systems and attended demonstration.

Held conference regarding inspection of pipeline distribution system being uprated by Boston Gas Company-Mystic Valley Division.

Held conference with Algonquin Gas Transmission Company regarding retesting of their transmission system.

Held conference regarding additions to the Department's gas distribution code incorporating amendments issued by the Federal Department of Transportation.

Held conference with representative of the Federal Office of Pipeline Safety relating to safety regulations.

Held meetings of credit committee composed of representatives of Massachusetts gas distribution companies to consider uncollectibles, credit and other related matters.

Held meeting with officials of the town of Falmouth at their request relating to gas fired equipment installed in the town and compliance with safety regulations.

Held meeting with town personnel at their request, and engineers and others relating to acceptance of foreign made gas equipment for use in industrial plant and compliance with safety standards.

Held several conferences relating to environmental impact reports in connection with petitions for zoning exemptions for utility facilities.

Conferences, Studies, etc., relating to Electricity

Held conference with Western Massachusetts Electric Company safety personnel re: reporting of electrical accidents and implementation of safety programs.

Attended meeting to discuss environmental aspects of utility construction.

Compiled data relating to damage to utility company facilities in the streets. Held periodic meetings with contractors and utility company representatives re: damage to utility facilities and to determine responsibility and means of avoiding such damage in the future.

From time to time attended NEPLAN AND NEPOOL meetings at Westboro Headquarters of the New England Electric System.

Attended meeting of the Northeast Commissions Power Staff Committee relating to the Energy Situation.

Attended conference with representatives of engineering firm to discuss electric rates, reliability of service and accuracy of metering device.

Attended meeting with representatives of Boston Edison Company to discuss methods of obtaining faster and more reliable information of fuel supplies, outages and related capacity problems.

Attended public hearing held by the Massachusetts Department of Public Health concerning petition of the Massachusetts Electric Company for a low sulphur fuel variance at Salem Harbor Generating plant.

Attended conference convened by the Department with all major electric companies in Massachusetts to discuss and investigate the current fuel shortage and its ramifications.

Attended meeting with representative of the Nantucket Electric Company for the purpose of discussing and making recommendations regarding reliability of electric service on Nantucket Island.

Attended meeting with several transmission line engineers of various utility companies throughout New England to discuss and investigate electrostatic and electromagnetic radiation problems relating to high voltage transmission lines.

Inspected and conducted sound level survey of existing facilities at switching station owned by Montaup Electric Company in Whitman and adjacent site which Montaup proposes to use as a major 345 KV substation to be known as the Auburn Street Substation.

Conferences, Studies, etc. relating to Electricity, continued

Attended conference with Brockton Edison Company personnel regarding customer related problems.

Held meeting with representatives of the town of Falmouth Board of Selectmen and New Bedford Gas and Edison Light Company relating to arbitration of a question relating to transmission line traversing land recently acquired by eminent domain in the town.

Investigated electrocution in the town of Georgetown involving a 23 KV line owned by the Massachusetts Electric Company.

Made investigation into causes of air pollution in Newburyport allegedly emanating from the Massachusetts Electric Company property.

Investigated proposed site for Operations and Maintenance Center for the New England Electric System in the town of Sturbridge per D.P.U. 17712.

Attended meetings from time to time of the NEPOOL Planning Committee.

Made investigation, with representatives of the Boston Edison Company, and reviewed plans for 345 KV transmission line from Mystic Generating Plant at Everett to a proposed substation in Cambridge and thence to an existing substation in Woburn. Included in the same project is a 115 KV underground line to Brighton.

Held conference with representatives of the New England Electric System Rates and Research Division to discuss special contract with industrial company and related matters.

WATER

Under the provisions of Chapter 165, section 1A and Chapter 385 of the General Laws, the Engineering Division has reviewed and approved engineering plans and specifications for the following proposed water supply system in the following subdivisions:

<u>Name</u>	<u>Location</u>	<u>Plans prepared by:</u>
Massasoit Crossing Condominium	Sandwich	H. W. Moore Associates Boston
Heritage Hills Development	Plymouth	Delano & Keith, Inc. Plymouth
Jordan Associates Development	Holyoke	Almer-Huntley Associates Northampton
Witches Brook Development	Townsend	Dufresne-Henry Engin- eering Corp., Concord

The engineering plans for the following proposed water supply systems are presently being reviewed for Department approval:

Berkshire East Development	Charlemont	Mueller Engineering Corp.
Summerwood Condominium	Mashpee	H. W. Moore Associates Boston
Massasoit Crossing Ext.	Mashpee	H. W. Moore Associates Boston

Miscellaneous Water Activities

Extension of Service. Approximately fifteen complaints relating to water companies have been reviewed wherein the water company refused to extend service on terms agreeable to the proposed customer. All complaints were arbitrated and settled.

Pressures and flows: Eight complaints concerning inadequate pressures or quantities of water on customers premises were investigated. All complaints were settled and/or conditions rectified.

Some forty inquiries and/or complaints concerning rate applications, meter accuracy, billing problems and inquiries concerning general information and water company policies and procedures were investigated. All complaints were settled satisfactorily.

It should be noted that during the construction period it is necessary for a staff engineer to make periodic inspections in the field as construction progresses. These inspections are necessary to insure compliance with the plans as approved.

Water, continued

In addition to the foregoing, members of the Division:

Attended meeting with the Plymouth Board of Selectmen and the Town Water Board to discuss and review plans for a proposed water system in the town.

For Country Farm Estates in the town of Sandwich, evaluated plans relating to construction and materials for water system, inspected pressure and leakage tests of three miles of ten and eight inch water mains and related fittings and ascertained that the system met the Department's requirements for construction materials and installation.

Representatives of the Department attended the meeting of the American Water Works Association.

Attended meeting with H.W. Moore Company to discuss proposed additions to the Heritage Water Company distribution system in the town of Plymouth.

Attended meeting with the national association of water utilities and Milford Water Company to discuss various regulations affecting new water companies.

Meetings, etc., relating to proposed legislation

Attended legislative committee hearings by the Committee on Government Regulations re: proposed legislation to alter or eliminate the existing fuel adjustment clause within the Commonwealth.

Attended various legislative committee hearings on proposed legislation of concern to the Department.

Attended meetings of legislative committee studying siting of liquefied natural gas plants.

Electric Meter Tests

Twenty-five electric meters were tested for accuracy by the Department as a result of customer complaints in accordance with section 120 of Chapter 164 of the General Laws.

Commercial and Industrial Electric Complaints

Five complaints concerning the extension of primary service to major commercial and industrial installations were investigated. Disputes involving company policies or payments of customer for such service and equitable division of costs, required engineering studies. All complaints were settled satisfactorily.

Gas Meter Inspection

During the past fiscal year, 167,239 gas meters were tested and inspected as required by statute. Those found to be registering correctly were sealed and badged as required.

Two hundred thirteen gas meters were tested on complaint and of this number one hundred forty-seven were found to be registering correctly; i.e. registering within two per cent plus or minus. Sixty-four were found to be registering incorrectly.

Gas Inspection

During the past fiscal year, forty-one gas tests were performed relative to heat content and odorant of the gas supplied by the various Massachusetts gas distribution companies. There were no violations of the legal standards.

Electric Complaints

The following complaints were received and processed during the past fiscal year relating to electricity:

Billing, 472; Quality, 18; Shut-off, 81; Extensions, 1; Service, 47; Miscellaneous, 23; Supply, 27.

Gas Complaints

The following complaints relating to gas were received and processed during the past year:

Billing, 1027; Quality, 2; Shut-off, 141; Extensions, 1; Service, 49; Miscellaneous, 8; Supply, 5.

Right to a Hearing before the Department

Under new regulations of the Department, a customer, under certain conditions, may request a hearing before a complaint officer of the Department in the event of a dispute with the gas or electric company, which is also represented at the hearing. Under these regulations, 174 hearings were held in June and 146 in May.

Water Complaints

During the past fiscal year, five complaints were brought to the Department on various matters relating to water which were satisfactorily resolved.

Fees

During the past fiscal year, \$90,987.50 in fees was received for the testing of gas meters.

Electrical Outages

A summary sheet is attached showing electrical outage data for the past fiscal year.

Gas Inspection

During the past fiscal year, forty-one gas tests were performed relative to heat content and odorant of the gas supplied by Massachusetts gas distribution companies. There were no violations of the legal standards.

Gas Incidents

A total of 123 incidents was reported by the various gas distribution companies. For the most part these were minor incidents involving delayed ignition, plugged ports, etc. Investigations were made whenever the Department's engineers determined they were necessary. There was one fatality, which was a suicide. This was investigated by the Department's staff.

MONTHLY ELECTRICAL OUTAGE REPORT
COMMONWEALTH OF MASSACHUSETTS
Department of Public Utilities - Engineering Division
1973

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.	Year
1. Number of electric companies and municipal electric departments, of over 100 ultimate customers	52	52	52	52	52	52	52	52	52	52	52	52	52
2. Number of above reporting "reportable outages"	9	10	12	10	10	12	10	12	11	11	11	16	26
3. Number of "reportable Outages"	94	66	78	68	71	142	110	149	96	79	62	166	1181
4. Customers affected, thousands	112	77	119	96.6	107	189	145	314	126	95	106	245	1732
5. Customer-outage hours, thousands	116	90	127	99	65	241	177	359	176	115	95	926	2586
6. Cause of outages, per cent													
a. cable faults	21.3%	28.7	15.4	20.6%	4.3%	9.8%	22.9%	13.4%	18.7%	8.8%	14.5%	5.5%	15.3%
b. equipment failures	35.2%	24.2	26.9	32.3	26.7%	25.1%	16.5%	18.8	17.7%	21.6%	17.7%	13.8%	23.17%
c. car hit pole	8.5%	15.2	12.9	14.9	30.9%	20.5%	13.8%	8.1	14.5%	11.3%	14.5%	9.1%	14.5%
d. wind, storm, lightning, snow, tree limbs, ice on overhead wires	19.1%	15.2	20.6	11.7	15.5%	31.7%	29.2%	43.6	35.5%	34.2%	29.2%	66.2%	29.3%
e. scheduled	2.1%	3.1	7.6	11.7	5.7%	8.4%	7.4%	6.8	6.3%	16.5%	6.4%	1.7%	6.9%
f. other	13.8%	13.6	16.6	8.8	16.9%	4.2%	10.2%	9.3	7.3%	7.6%	17.7%	3.6%	10.8%
7. Duration of average reportable outage hours	1.03	1.2	1.07	1.02	.6	1.3	1.2	1.1	1.4	1.2	9	2.7	1.5

This report summarizes reports as submitted by all electric companies and departments of over 100 ultimate customers, in compliance with our letter of March 18, 1968. Only outages of 200 or more customer outage hours are required to be reported. These are designated "reportable outages."

Total number of customers in companies/ departments of over 100 ultimate customers in Massachusetts, as of December 31, 1969, based on bills rendered, per annual return, page 38, was

MONTHLY ELECTRICAL OUTAGE REPORTS
COMMONWEALTH OF MASSACHUSETTS

Department of Public Utilities - Engineering Division
1974

-48-

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Year
1. Number of electric companies and municipal electric departments, of over 100 ultimate customers	52	52	52	52	52	52							
2. Number of above reporting "reportable outages"	11	11	13	11	10	10							
3. Number of "reportable outages"	126	98	129	86	85	93							
4. Customers affected, thousands	114	120	268	124	198	151							
5. Customer-outage hours, thousands	143	133	246	119	191	104							
6. Cause of outages, per cent													
a. Cable faults	11.9%	13.2%	14.6%	16.3%	21.2%	16.3%							
b. Equipment failures	21.4%	23.4%	17.8%	23.3%	22.4%	22.4%							
c. Car Hit pole	12.6%	15.3%	13.9%	12.8%	18.8%	21.4%							
d. Wind, storm, lightning, snow, tree limbs, ice on overhead wires	42.0%	40.9%	40.5%	22.0	22.4%	21.4%							
e. scheduled	2.5%	5.1%	4.6%	13.9	5.8%	7.8%							
f. other	9.6%	2.1%	8.6%	11.7	9.4%	10.8%							
7. Duration of average reportable outage-hours	1.25	1.1	.9	.9	.9	.7							

This report summarizes reports as submitted by all electric companies and departments, of over 100 ultimate customers, in compliance with our letter of March 18, 1968. Only outages of 200 or more customer outage hours are required to be reported. These are designated "reportable outages."

Total number of customers in companies/departments of over 100 ultimate customers in Massachusetts, as of December 31, 1969, based on bills rendered, per annual return, page 38, was

TELEPHONE AND TELEGRAPH DIVISION

The Commonwealth of Massachusetts is served by the following thirteen (13) telephone companies; with over 99% by the New England Telephone and Telegraph Company:

* Business & Professional Men's Exchange, Inc.

* Colonial Mobiltelephone and Paging Service, Inc.

Granby Telephone and Telegraph Company

Elizabeth Islands Telephone Company

* Massachusetts - Connecticut Mobile Telephone Company

* Mobilfone of Boston

New England Telephone and Telegraph Company

* North Shore Communications, Inc.

* Ram Broadcasting of Massachusetts, Inc.

Richmond Telephone Company

Taconic Telephone Corporation

* Telephone Answering Service of Taunton

*Worcester Communications Company

* (The above miscellaneous radio carrier, by virtue of interconnection with land line carriers, thereby giving a through service of radio and telephone becomes an operating telephone company under the jurisdiction of this department).

As of June 30, 1974 there were 3,892,687 telephones in Massachusetts, representing an increase of 107,969 telephones over the previous year ending June 30, 1973. (These figures pertain only to the New England Telephone Company, excluding the other twelve (12) companies which combined are approximately 3,500 telephones), broken down as follows:

	<u>June 30, 1974</u>	<u>June 30, 1973</u>	<u>Increase</u>
Residence Main	1,865,900	1,834,206	31,694
Business Main	323,061	318,389	4,672
Total Main Telephones	2,188,961	2,152,595	36,366
Residence Extensions	868,132	818,724	49,408
PBX & Business Extensions	835,594	813,399	22,195
Total Telephone Extensions	1,703,726	1,632,123	71,603
Total Telephones	3,892,687	3,784,718	107,969

Total Telephone subscribers (terminal) 2,316,206 an increase of 41,423 over the preceding year.

During this period there were 2,498 formal complaints made to the division for assistance relative to telephone and telegraph matters which required special research and investigation, with detailed written reports made on all such complaints. Many informal inquiries were also made to the Director and personnel of the division. (it is estimated that for every formal complaint

there were at least five telephone inquiries which were handled with assistance but not documented).

A breakdown of the volume of complaints received over the past few years follows:

<u>Period</u>	<u>Complaints Received</u>	<u>Increase over Previous Year</u>
July 1, 1964 - June 30, 1965	867	
July 1, 1965 - June 30, 1966	1,020	153
July 1, 1966 - June 30, 1967	1,122	102
July 1, 1967 - June 30, 1968	1,865	743
July 1, 1968 - June 30, 1969	2,562	697
July 1, 1969 - June 30, 1970	3,576	1,014
July 1, 1970 - June 30, 1971	3,893	317
July 1, 1971 - June 30, 1972	4,167	274
July 1, 1972 - June 30, 1973	4,073	94-
July 1, 1973 - June 30, 1974	2,498	1,575-

MONTHLY BREAKDOWN AS TO VOLUME OF COMPLAINTS RECEIVED

	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
1964	-	-	-	-	-	-	67	58	83	75	49	69
1965	68	77	85	71	59	106	79	83	90	88	78	72
1966	88	68	86	67	81	140	121	110	86	85	95	85
1967	84	75	72	84	97	128	157	176	160	151	141	146
1968	177	150	158	132	133	184	233	217	231	285	191	207
1969	248	185	183	225	166	191	398	308	356	317	258	334
1970	275	334	257	209	231	319	347	239	424	415	314	322

	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
1971	318	343	376	268	222	305	269	243	351	333	405	318
1972	411	409	439	318	304	301	355	394	461	453	395	268
1973	328	275	283	275	231	326	306	268	233	236	226	178
1974	225	170	178	173	169	136						

A summary of the greatest number of complaints and requests for investigation of telephone service follows:

Busy Circuits, Delayed Dial Tone, Line Dead or Out of Order	570
Delayed Installation of Service	414
Disconnections and Threatened Disconnections of Service	351
Billing Complaints/Tariff Charges	184
Service in General (there were also people that wished to be registered with no formal complaint)	254
Failure to Receive Incoming Calls	79
Transmission Problems (Noise, Static and Cross Wiring, etc.)	72
Deposit Protests and Request for Refund	118
Directory Listings, Intercept and Yellow Page Complaints	57
Miscellaneous	87
Pole, Cable and Wire Complaints	35
Western Union Complaints	4
Regrades/Number Change, etc.	58
Telephone Company Operational Procedures (bill collection Method, etc.)	109
Message Unit Complaints	36
Calling Area and Boundary Complaints	14

Threatening, Anonymous, Obscene and Annoyance Calls	10
Equipment failurs/Changes, etc.	<u>17</u>
	2,611 *

During this period the Telephone Company notified the division of 222 "Major Trouble Reports" (Cable breaks, etc.)

*These figures include people that wished to be registered with no formal complaint.

During this period there were many tariff changes, which should give an improved telephone service.

As a result of these tariff filings, the New England Telephone and Telegraph Company estimates their annual revenues will be affected as follows:

Increase	\$1,759,420.00	Decrease	\$61,000.00
----------	----------------	----------	-------------

Following are the telephone statistics as of June 30, 1974:

MASSACHUSETTS

MAIN TELEPHONES

Residence	1,865,900
Business	<u>323,061</u>
Total Main Telephones	2,188,961

EXTENSIONS & PBX TELEPHONES

Residence	868,132
Business	<u>835,594</u>
Total Extension & PBX Telephones	1,703,726

TOTAL TELEPHONES

Residence	2,734,032
Business	<u>1,158,655</u>
Total Telephones	3,892,687

<u>TOTAL TERMINALS</u>	2,316,206
------------------------	-----------

<u>YEAR</u>	<u>MAIN</u> <u>TELEPHONES</u> <u>RESIDENCE</u>		<u>TOTAL</u> <u>MAIN</u> <u>TELEPHONES</u> <u>BUSINESS</u>		<u>TOTAL</u> <u>RESIDENCE</u> <u>EXTENSIONS</u>		<u>PBX &</u> <u>BUSINESS</u> <u>EXTENSIONS</u>		<u>TOTAL</u> <u>TELEPHONES</u>
6/30/65	1,493,432		247,856		503,821		552,968		2,798,077
6/30/66	1,536,012		256,458		550,318		587,233		2,930,021
6/30/67	1,578,241		262,650		590,500		628,183		3,059,574
6/30/68	1,590,224		265,257		622,535		655,194		3,133,210
6/30/69	1,651,795		277,865		663,844		706,744		3,300,244
6/30/70	1,704,540		289,793		703,523		752,273		3,450,129
6/30/71	1,747,554		298,215		738,513		771,926		3,556,208
6/30/72	1,789,273		307,524		775,539		789,065		3,661,401
6/30/73	1,834,206		318,389		818,724		813,399		3,784,718
6/30/74	1,865,900		323,061		868,132		835,594		3,892,687

BOUNDARY CHANGES BETWEEN THE FOLLOWING TELEPHONE EXCHANGES

NEWBURYPORT	-	WEST NEWBURY
RUSSELL	-	WESTFIELD
MARSHFIELD	-	HANOVER
MEDWAY	-	FRANKLIN
SHARON	-	EASTON
MILLBURY	-	WORCESTER
MANCHESTER	-	GLOUCESTER
HINGHAM	-	NORWELL

RECLASSIFICATION OF MAIN TELEPHONE EXCHANGE SERVICES TO THE
NEXT HIGHER RATE GROUP IN THE FOLLOWING EXCHANGES:

Metropolitan Boston Exchanges:

Hull	(Measured)	-	From Rate Group 4 to Rate Group 5
Melrose	(Unlimited)	-	From Rate Group 4 to Rate Group 5
Randolph	(Measured)	-	" " " 5 to Rate Group 6
Watertown	(Unlimited)	-	" " " 5 to Rate Group 6

Exchange Outside Metropolitan Boston Exchanges

Concord	-	From Rate Group 3 to Rate Group 4
* East Longmeadow	-	From " " 5 " " 6
Falmouth	-	From " " 2 " " 3
* Longmeadow	-	From " " 5 " " 6
Milford	-	From " " 2 " " 3
Newburyport	-	From " " 2 " " 3
Norton	-	From " " 3 " " 4
South Deerfield	-	From " " 2 " " 3
* Southwick	-	From " " 5 " " 6
* Springfield	-	From " " 5 " " 6

As a result of this reclassification, one-party unlimited business service will no longer be offered in the East Longmeadow, Longmeadow, Southwick and Springfield Exchanges.

* The Department suspended these regroupings.

EXTENDED LOCAL SERVICE BETWEEN THE FOLLOWING TELEPHONE EXCHANGES

GROTON

TOWNSEND

DISCONTINUANCE OF FOUR-PARTY RESIDENCE SERVICE OFFERINGS

IN THE FOLLOWING TELEPHONE EXCHANGES

CONWAY

HINSDALE

KINGSTON

TOWNSEND

NORTH SWANSEA

RESIDENCE CIRCLE CALLING SERVICE (offered as an optional service in the following exchange:

MELROSE

THE INTRODUCTION OF BAY STATE SERVICE IN THE FOLLOWING EXCHANGES:

CHELSEA

BRIGHTON

CHARLESTOWN

HYDE PARK

CENTRAL

UXBRIDGE

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2ND QUARTER - 1974

AREA - MASSACHUSETTS

	<u>Present Quarter</u>	<u>Previous Quarter</u>
<u>911 SYSTEMS:</u>		
1. In Service	<u>26</u>	<u>26</u>
2. On Order*	<u>7</u>	<u>6</u>
3. Under Study*	<u>16</u>	<u>15</u>
4. Authorized*	<u>4</u>	<u>10</u>
5. Total Under Negotiation (3+4)	<u>20</u>	<u>25</u>
6. Service Proposal Rejections	<u>8</u>	<u>3</u>
7. New Inquiries	<u>3</u>	<u>5</u>

Items 1, 2, 5, & 6 are treated in more detail on the following pages.

- 2* On Order - service proposal accepted by municipality and central office equipment ordered.
- 3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.
- 4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

"911" SYSTEMS IN-SERVICE

	<u>Service Date</u>	<u>Agencies Served</u>	<u>Answering Location</u>	<u>Population Served</u>
<u>Maine (3)</u>				
Boothbay Harbor Regional System includes: Boothbay and Southport	4/72	Fire, Police & Ambulance	Communications Center	3,150
Camden	10/69	Fire, Police	Police	3,523
Waterville Regional System includes: Benton Fairfield, Oakland and Winslow	2/73	Fire, Police & Ambulance	Communications Center	36,500
<u>Massachusetts (26)</u>				
<u>North Division (3)</u>				
Brookline	11/72	Fire, Police & Ambulance	Police	52,882
Newton	11/73	Fire, Police	Police	91,000
Woburn	8/71	Fire, Police & Ambulance	Police	35,149
<u>Northeast Division (2)</u>				
Hamilton-Wenham	5/73	Fire, Police & Ambulance	Communications Center	10,188
Topsfield	5/73	Fire, Police	Communications Center	5,413
<u>South Division (1)</u>				
Boston	11/72	Fire, Police	Police	800,000

"911" SYSTEMS IN-SERVICE (CONT'D)

	<u>Service Date</u>	<u>Agencies Served</u>	<u>Answering Location</u>	<u>Population Served</u>
<u>Southeast Division (8)</u>				
Easton	4/72	Fire, Police & Ambulance	Police	12,192
Framlingham	9/71	Fire, Police & Ambulance	Police	63,122
Mattapoisett	3/71	Fire, Police & Ambulance	Police	4,965
Medfield	5/73	Fire, Police	Police	7,690
Middleboro	6/73	Fire, Police	Police	13,609
Quincy	8/71	Fire, Police & Ambulance	Police	89,260
Randolph	8/71	Fire, Police & Ambulance	Police	30,500
Wrentham	1/72	Fire, Police & Ambulance	Communications Center	7,272
<u>Western Division (12)</u>				
Amherst	11/70	Fire, Police & Ambulance	Police	10,306
Auburn	3/73	Fire, Police & Ambulance	Police	16,000
Clinton	10/72	Fire, Police & Ambulance	Police	13,383
Dalton-Windsor	6/71	Fire, Police & Ambulance	Communications Center	7,846

"911" SYSTEMS IN-SERVICE (CONT'D)

	<u>Service Date</u>	<u>Agencies Served</u>	<u>Answering Location</u>	<u>Population Served</u>
<u>Western Division (12) (Cont'd)</u>				
Millbury	12/73	Fire, Police & Ambulance	Police	17,173
Northampton	11/72	Fire, Police & Ambulance	Police	29,664
Southbridge	12/71	Fire, Police & Ambulance	Police	19,348
Southwick	2/71	Fire, Police & Ambulance	Police	6,329
Springfield	4/69	Fire, Police & Ambulance	Police	174,463
Westboro	3/73	Fire, Police & Ambulance	Police	19,262
Westfield	2/70	Fire, Police	Police	31,433
Worcester	8/70	Fire, Police & Ambulance	Police	186,587
<u>New Hampshire (1)</u>				
Dover	7/72	Fire, Police & Ambulance	Police	26,000

Rhode Island & Vermont

None

"911" SYSTEMS - ON ORDER

Maine, New Hampshire,
Rhode Island, Vermont

None

Massachusetts (7)

North Division

None

Northeast Division (4)

Lowell

10/74

Fire, Police &
Ambulance

Police

94,239

Merrimac

8/75

Fire, Police

Police

4,500

Revere

9/74

Fire, Police &
Ambulance

Police

43,159

Tyngsboro

10/74

Fire, Police &
Ambulance

Police

4,100

"911" SYSTEMS-ON ORDER (CONT'D)

	<u>Service Date</u>	<u>Agencies Served</u>	<u>Answering Location</u>	<u>Population Served</u>
<u>South Division</u>				
None				
<u>Southeast Division (1)</u>				
Marshfield	5/75	Fire, Police & Ambulance	Police	16,623
<u>Western Division (2)</u>				
East Longmeadow	4/75	Fire, Police	Police	13,225
Grafton	3/76	Fire, Police	Police	11,500

"911" SYSTEMS - UNDER NEGOTIATION

	<u>* Initial Negotiations</u>	<u>** Advanced Negotiations</u>	<u>Remarks</u>
<u>Maine (1)</u>			
Bangor	11/73		Authorization submitted for approval.
<u>New Hampshire, Vermont and Rhode Island</u>			
None			
<u>Massachusetts (20)</u>			
<u>North Diviston (2)</u>			
Burlington	12/73		Engineering study being prepared.
Cambridge	2/74		Engineering study being prepared.
<u>Northeast Diviston (1)</u>			
Georgetown	11/73	4/74	Awaiting decision by municipality on service proposal.
<u>South Diviston (1)</u>			
Dedham	4/73	12/73	Service proposal cancelled. Service to be renegotiated due to customer delay.

"911" SYSTEMS - UNDER NEGOTIATION (CONT'D)

	<u>* Initial Negotiations</u>	<u>** Advanced Negotiations</u>	<u>Remarks</u>
<u>Massachusetts (Cont.)</u>			
<u>Southeast Division (11)</u>			
Bellingham	4/72	4/74	Awaiting decision by municipality on service proposal.
Braintree	5/74		Engineering study being prepared.
Fall River	8/72	4/74	Awaiting decision by municipality on service proposal.
Holliston	11/73		Authorization submitted for approval
Mansfield	2/73		Engineering study being prepared.
Mills	12/73		Authorization submitted for approval
Natick	4/74		Engineering study being prepared.
Norton	10/72		Engineering study being prepared.
Pembroke	8/73		Engineering study being prepared.
Plattville	2/72		Pending recommendation of 911 Committee on service options available to community.
Weymouth	4/74		Engineering study being prepared.

"911" SYSTEMS - UNDER NEGOTIATION (CONT'D)

*	Initial	**	Advanced
<u>Negotiations</u>		<u>Negotiations</u>	

Remarks

Massachusetts (Cont.)

Western Division (5)

Fitchburg	2/74	Negotiations scheduled to resume with municipal officials in July.
Leominster	10/73	Negotiations scheduled to resume with municipal officials in July.
Oxford	5/74	Engineering study being prepared.
Pepperell	3/74	Engineering study being prepared.
Ware	10/73	Engineering study being prepared.

* Formal request received from municipality for feasibility and cost study.
 **. Service proposal given to municipality.

"911" SYSTEMS - SERVICE PROPOSAL REJECTIONS

Negotiations
Terminated

Massachusetts (11)

North Division (1)

Waltham

4/74

Northeast Division (7)

Billerica

2/74

Haverhill

4/74

Peabody

4/74

Rockport

5/74

Stoneham

6/74

West Newbury

5/74

Winthrop

5/74

South Division (1)

Norwood

6/74

Western Division (2)

Chicopee

4/74

Ludlow

3/74

Following is a complete list of all municipalities which have inquired about "911" Service since it was first offered in 1968. Footnotes describe the status of each case.

Maine (7)

5 Bangor
 Bath-Brunswick
 1 Boothbay Harbor
 Brewer
 1 Camden
 Penobscot County
 1 Waterville

New Hampshire (11)

Berlin
 1 Dover
 Gorham
 6 Hampton
 Keene
 Kittery
 Merrimack
 Milan
 Nashua
 Rochester
 Wolfboro

Vermont (1)

State of Vermont,
 Department of Health

Massachusetts (117)

Amesbury
 1 Armerst
 Ashburnham

6 Ashland
 1 Auburn
 5 Bellingham
 Berlin
 Beverly
 Billerica
 Bolton
 1 Boston
 Bourne
 5 Braintree
 Brockton
 1 Brookline
 5 Burlington
 Buzzards Bay
 5 Cambridge
 Chelmsford
 Chelsea
 Chester
 Chicopee
 1 Clinton
 1 Dalton/Windsor
 Danvers
 Dartmouth
 5 Dedham
 6 Dennis
 Dighton
 Dracut
 3 East Longmeadow
 1 Easton
 Essex
 5 Fall River
 6 Falmouth
 5 Fitchburg
 1 Framingham
 Gardner
 5 Georgetown
 4 Grafton

Greenfield
 1 Hamilton/Wenham
 Hanson
 Hadley
 Haverhill
 6 Holbrook
 5 Holliston
 Hopkinton
 Hull
 Lancaster
 Lawrence
 Lenox
 5 Leominster
 2 Lowell
 Lynn
 Ludlow
 5 Mansfield
 Marlboro
 3 Marshfield
 1 Mattapoisett
 Maynard
 1 Medfield
 Melrose
 3 Merrimack
 Methuen
 1 Middleboro
 Milford
 1 Milbury
 5 Mills
 Milton
 5 Natick
 New Bedford
 1 Newton
 Norfolk
 1 Northampton
 North Andover

Massachusetts (Continued)

5 Norton	
Norwood	
5 Oxford	
Peabody	
5 Pembroke	
5 Pepperell	
5 Plainville	
1 Quincy	
1 Randolph	
Reading	
2 Revere	
Rockport	
Sandwich	
6 Scituate	
Sherborn	
Somerset	
Southboro	
1 Southbridge	
1 Southwick	
1 Springfield	
Stonham	

	Sudbury
	Taunton
	1 Topsfield
	2 Tyngsboro
	Wakefield
	Waltham
	5 Ware
	Wareham
	Watertown
	Wayland
	1 Westboro
	1 Westfield
	6 Westminster
	West Newbury.
	West Stockbridge
	5 Weymouth
	Winthrop
	1 Woburn
	1 Worcester
	1 Wrentham

Rhode Island (7)

Cranston
Narragansett
Providence
Warren
Warwick
West Warwick
Woonsocket

Legend:

- 1 - In service
- 2 - On order - scheduled for service in 1974
- 3 - On order - scheduled for service in 1975
- 4 - On order - scheduled for service in 1976
- 5 - Under negotiation
- 6 - 1974 inquiries - initial presentation made to municipalities, no response yet.

All other inquiries listed above are considered inactive at this time.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2ND QUARTER - 1974

AREA - RHODE ISLAND

	<u>Present Quarter</u>	<u>Previous Quarter</u>
<u>911 SYSTEMS:</u>		
1. In Service	<u>0</u>	<u>0</u>
2. On Order*	<u>0</u>	<u>0</u>
3. Under Study*	<u>0</u>	<u>0</u>
4. Authorized*	<u>0</u>	<u>0</u>
5. Total Under Negotiation (3+4)	<u>0</u>	<u>0</u>
6. Service Proposal Rejections	<u>0</u>	<u>0</u>
7. New Inquiries	<u>0</u>	<u>1</u>

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

- 2* On Order - service proposal accepted by municipality and central office equipment ordered.
- 3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.
- 4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2ND QUARTER - 1974

AREA - COMPANY

	<u>Present Quarter</u>	<u>Previous Quarter</u>
<u>911 SYSTEMS:</u>		
1. In Service	<u>30</u>	<u>30</u>
2. On Order*	<u>7</u>	<u>6</u>
3. Under Study*	<u>17</u>	<u>16</u>
4. Authorized*	<u>4</u>	<u>10</u>
5. Total Under Negotiation (3+4)	<u>21</u>	<u>26</u>
6. Service Proposal Rejections	<u>8</u>	<u>3</u>
7. New Inquiries	<u>4</u>	<u>6</u>

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

2* On Order - service proposal accepted by municipality and central office equipment ordered.

3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.

4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2ND QUARTER - 1974

AREA - MAINE

	<u>Present Quarter</u>	<u>Previous Quarter</u>
<u>911 SYSTEMS:</u>		
1. In Service	<u>3</u>	<u>3</u>
2. On Order*	<u>0</u>	<u>0</u>
3. Under Study*	<u>1</u>	<u>1</u>
4. Authorized*	<u>0</u>	<u>0</u>
5. Total Under Negotiation (3+4)	<u>1</u>	<u>1</u>
6. Service Proposal Rejections	<u>0</u>	<u>0</u>
7. New Inquiries	<u>0</u>	<u>0</u>

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

- 2* On Order - service proposal accepted by municipality and central office equipment ordered.
- 3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.
- 4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2ND QUARTER - 1974

AREA - NEW HAMPSHIRE

	<u>Present Quarter</u>	<u>Previous Quarter</u>
<u>911 SYSTEMS:</u>		
1. In Service	<u>1</u>	<u>1</u>
2. On Order*	<u>0</u>	<u>0</u>
3. Under Study*	<u>0</u>	<u>0</u>
4. Authorized*	<u>0</u>	<u>0</u>
5. Total Under Negotiation (3+4)	<u>0</u>	<u>0</u>
6. Service Proposal Rejections	<u>0</u>	<u>0</u>
7. New Inquiries	<u>1</u>	<u>0</u>

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

- 2* On Order - service proposal accepted by municipality and central office equipment ordered.
- 3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.
- 4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2ND QUARTER - 1974

AREA - VERMONT

	<u>Present Quarter</u>	<u>Previous Quarter</u>
<u>911 SYSTEMS:</u>		
1. In Service	<u>0</u>	<u>0</u>
2. On Order*	<u>0</u>	<u>0</u>
3. Under Study*	<u>0</u>	<u>0</u>
4. Authorized*	<u>0</u>	<u>0</u>
5. Total Under Negotiation (3+4)	<u>0</u>	<u>0</u>
6. Service Proposal Rejections	<u>0</u>	<u>0</u>
7. New Inquiries	<u>0</u>	<u>0</u>

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

- 2* On Order - service proposal accepted by municipality and central office equipment ordered.
- 3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.
- 4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

Respectfully submitted,

Robert L. Meade

Chairman

Robert M. Santaniello

Edward G. Seferian

Irving E. Kane

Barbara L. Hassenfeld

Paula W. Gold

Eunice P. Howe

Commissioners

ACME
BOOKBINDING CO., INC.

JUL 6 1990

100 CAMBRIDGE STREET
CHARLESTOWN, MASS

